

# Little Coombe Kennels & Cattery

Dog Lane, Woodbury Salterton, Exeter EX5 1PZ

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NEWSLETTER.....JAN 2011



We couldn't manage to look after your pets every day of the year without our very dedicated staff. This winter has been particularly difficult because of the weather but they have made every effort to get here despite the snow and ice. This year's Christmas Day Team is pictured left: Lorraine, Angela and Erica.

## NEWS IN BRIEF

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Please pick up an envelope in our office if you would like to recycle your computer ink cartridges for the RNL

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On 4<sup>th</sup> Jan 2011 the rate of VAT will increase to 20%

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Hand-knitted dog jumpers now available in our office (terrier size £6)

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Our boxer Tilly (pictured below) was recently spayed. We had hoped to breed from her but she is allergic to lots of foods, grasses and pollens. As this condition can run in families, it was not advisable to breed from her. She has recovered really well from her operation.



## Looking back on 2010

There is no denying that 2010 has been a difficult year for many, including any business associated with tourism and travel. Back in the spring we had the unexpected problems caused by the volcanic ash cloud which left people stranded all over the world and many plans having to be cancelled. The economic climate has also been unkind to many. Then in December we had more snow than we have had for many years. Although it is beautiful to look at, it has again brought havoc on the roads and to travel plans. Having been fully booked for Christmas as usual by about the end of October, we have had lots of cancellations and have had our first Christmas in 24 years where we weren't full. Our sympathies are with everyone who missed out on their Christmas break or got stranded at an airport. Christmas Day started here with all our pipes frozen, but luckily Duncan managed to get it thawed out again. Lots of clients have had difficulty getting to us and several pets have been handed over in a lane about a mile away! The same thing happened to my grocery order when the driver couldn't reach us but we were just relieved that he managed to get somewhere near with all our Christmas goodies.

In the kennels the main improvement which has been made this year is extra heating in the cattery. We must have had a crystal ball when we made that decision! We have also got a computer system to handle bookings and other paperwork, which will come into use gradually over the next few months.

We have just had our annual inspection by our licensing authority, East Devon District Council, and we are pleased to have had our licence renewed again without any recommendations for changes to be made.

We wish all our clients a happy, healthy and prosperous year in 2011.

*Any old towels, not fit for the charity shop, would be gratefully received for use in our grooming room*

